

ABSTRACT

Telkom University is a company in the field that has implemented a quality management system in accordance with ISO 9001: 2008. The standard change in ISO 9001: 2015 requires Telkom University to improve the applied management system so that it can meet the requirements. In this study, the implementation of ISO 9001: 2015 at Telkom University and focus on clause 9.3, which is about management review. Prior to the design of the management review process, a gap analysis was conducted based on the actual condition of the management review process found at Telkom University with the requirements of clause 9.3. In ISO 9001: 2015, risk is considered as a unity that is not separated from the system. By taking a risk-based approach, the organization is expected to prevent and reduce undesirable effects, therefore the risk becomes one of the considerations in conducting the design by conducting risk assessment based on the actual condition of the management review process at Telkom University and to handle the risk can be done with Perform a risk register. Before doing the design, firstly done process improvement using business process improvement method (BPI) at the stage apply improvement technique. After identifying the gap, the result of risk register handling and the result of process improvement and then made the design of management review process at Telkom University which has been adjusted to ISO 9002: 2015 in clause 4.4.1 on process design. The design result of this research is the design of management review process at Telkom University in the form of SOP. This research also produced KPI to measure performance management review process, form to document the result of management review

Keywords: Management Review, ISO 9001: 2015, Risk Assessment, Business Process Improvement, Software Joget Workflow